

## 2-1-1 Texas Rio Grande Area Information Center

# Annual Report

FY 2014



RIO GRANDE REGION



2-1-1

### HOW TO READ THIS REPORT:

**Calls Offered:** the number of calls that come into our local 211 call center

**Calls Handled:** the number of calls that our local 211 call center actually answer

**Access to 211 Services:** the method that our local 211 call center receives requests for information

**Caller Demographics:** the percentage of male/female inquirers and the percentage requesting to receive services in Spanish

**Call Distribution by County:** the number of inquirers from the 6 counties in the Rio Grande AIC region and the number of inquirers from other Texas counties that are handled by our local 211 call center

**Top 10 Presenting Needs:** the top ten requests for information/referral from inquirers to our local 211 call center

**Call Type:** the type of call as selected and recorded by our Information and Referral Specialists

**Top 10 Unmet Needs:** the top ten requests from inquirers to our local 211 call center that we do not have a resource available to meet their needs

**Follow-up Report:** the number of follow-up calls that we successfully executed and of those, the percentage that actually contacted the agency we referred them to, the percentage that felt the agency was able to assist them, and the percentage that were pleased with the service of the agency

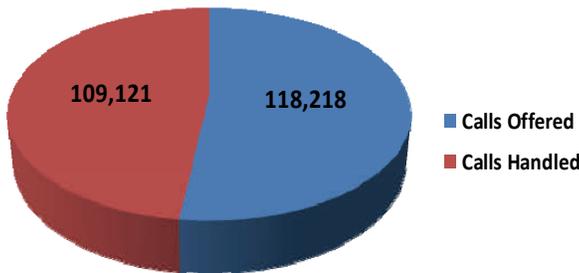
**Top 10 Agencies/Organizations to which referrals were made:** the top ten agencies that the local 211 call center made referrals to

*Serving Far west Texas as the designated 2-1-1 Area Information Center; operates as a public/private collaboration*

5115 El Paso Drive, El Paso, TX 79905

2-1-1 Texas Rio Grande Region  
**Annual Report**  
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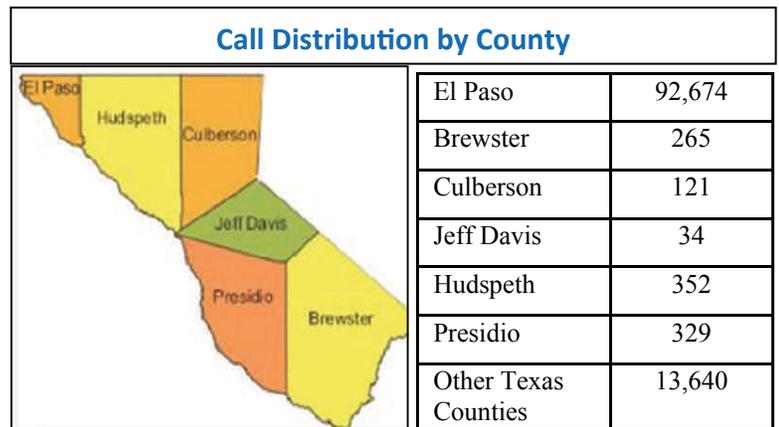
**Calls Offered/Handled**



Caller Demographics	
Male	10%
Female	90%
Spanish Language	27%

Access to 211 Services	
Phone	106,893
Email	113
Walk In	36
TTY	8
Automated/Direct Referral	3

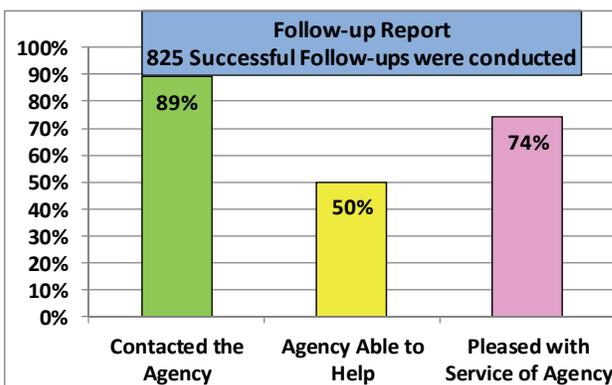
**Call Distribution by County**



Top 10 Presenting Needs	
Food Stamps/SNAP	47,668
Medicaid Applications	13,590
Rent Payment Assistance	2,816
Child Care Expense Assistance	2,106
Food Pantries	2,104
Electric Service Payment Assistance	1,486
CHIP Programs	1,327
VITA Program Sites	1,155
Medicare Savings Programs	1,041
Fans	748

Call Type	
Administrative	102
Advocacy	887
Crisis Intervention	9
Hang-Up	1,752
Information	75,101
Phantom	916
Referral	25,646
Wrong #	140

Top 10 Unmet Needs	
Rent Payment Assistance	
Fans	
VITA Program Sites	
Electric Service Payment Assistance	
Child Care Expense Assistance	
Mortgage Payment Assistance	
Water Service Payment Assistance	
Gas Service Payment Assistance	
Heaters	
Rental Deposit Assistance	



Top 10 Agencies/Organizations to which referrals were made	
El Pasoans Fighting Hunger	
El Paso County General Assistance	
El Paso Affordable Housing-VITA-Coalition for Family Economic Progress	
Public Utility commission of Texas (PUC)	
APS Silver Star Board	
Society of St. Vincent De Paul—Diocesan Council of El Paso	
YWCA-El Paso Del Norte-Child Care Services	
Texas Health and Human Services Commission (HHSC)	
Project Amistad	
El Paso Community Action Program-Project Bravo, Inc.	